Sheet 1

PTO/SB/08A (08-03) Approved for use through 07/31/2006. OMB 0651-0031

U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE

ork Reduction Act of 1995, no persons are required to respond to a collection of information unless it contains a valid OMB control number.

TA SELECTION 1449/PTO

INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(Use as many sheets as necessary)

Complete if Known **Application Number** 09/892,663 Filing Date June 28, 2001 First Named Inventor Smith et al. Art Unit 2152 Chankong, D. **Examiner Name** 20009.0133US01 (BS00-354) Attorney Docket Number

			U. S. PATENT	DOCUMENTS	
Examiner Initials*	Cite No.1	Document Number Number-Kind Code ^{2 (d known)}	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
De	1	^{US-} 5,623,404	04/1997	Collins et al.	
DC	2	^{US-} 5,848,403	12/1998	Gabriner et al.	
DC	3	US- 5,920,846	07/1999	Storch et al.	
DC	4	US- 6,578,005 US-	06/2003	Lesaint et al.	
		US-			
		US-			
		US-		<u> </u>	
		U\$-	r		
		US-			
		US-			
	İ	US-			
		US-			

		FORE	IGN PATENT DOCU	MENTS		
Examiner Cite	Cite No.1	Foreign Patent Document	Publication Date	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages	
	Country Code ³ "Number ⁴ "Kind Code ³ (if known)	MM-DD-YYYY		Or Relevant Figures Appear	T	
						Ļ
						┡
						L
	<u> </u>					┡
				·		L
				İ		l

Examiner Signature			Date Considered	11	11/06	,

Examiner
Signature

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not examiner (optional). See Kinds Codes of the form with next communication to applicant. Applicant's unique citation designation number (optional). See Kinds Codes of the two-letter code (WIPO Standard ST.3). For COMMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant. Applicant's unique citation designation number (optional). ² See Kinds Codes of USPTO Patent Documents at www.uspto.gov or MPEP 901.04. ³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴ For Japanese patent documents, the indication of the year of the region of the Empiror must precede the serial number of the patent document. ³Kind of document by the appropriate symbols as Indicated on the document under WIPO Standard ST.16 if possible. ⁶Applicant is to place a check mark here if English language Translation is attacted.

This collection of interval to a serial of the 2000 and the control of the patent document. ⁸To the collection of the control of the patent document. ⁹To the collection of the control of the patent document. ⁹To the collection of the control of the patent document. ⁹To the collection of the patent document. ⁹To the collection of the patent document. ⁹To the collection of the patent document. ⁹To the collection of the patent document. ⁹To the collection of the patent document. ⁹To the collection of the patent document. ⁹To the collection of the patent document. ⁹To the collection of the patent document. ⁹To the collection of the patent document. ⁹To the collection of the patent document. ⁹To the collection of the patent document. ⁹To the collection of the patent document. ⁹To the collection of the patent document. ⁹To the collection of the patent document. ⁹To the collection of the patent document. ⁹To the patent document. ⁹To the collection of the patent document. ⁹To the collection of the patent document. ⁹To the collection of the patent document. ⁹To the collection of the patent document. ⁹To the collection of the patent document. ⁹To the

This collection of information is required by 37 CFR 1.97 and 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the This collection of Information is required by 37 CFR 1.97 and 1.98. The information is required to obtain or retain a benefit by the public which is to the tail by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection for the tail to take 2 hours to complete including gethering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

If you need assistance in completing the form, call 1-800-PTO-9199 (1-800-786-9199) and select option 2.

PTO/SB/08A (08-03)
Approved for use through 07/31/2006. OMB 0651-0031
U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE

Substitute for form 1449/PTO	Complete if Known		
	Application Number	09/892,663	
INFORMATION DISCLOSURE	Filing Date	June 28, 2001	
•	First Named Inventor	Smith et al.	
STATEMENT BY APPLICANT	Art Unit	2152	
(Use as many sheets as necessary)	Examiner Name	Chankong, D	
heet 2 of 3	Attorney Docket Number	20009.0133US01 (BS00-354)	

Examiner Initials*	Cite No.1	Document Number Number-Kind Code ^{2 (d known)}	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
DC	21	^{US-} 5,664,110	09/1997	Green et al.	
$\overline{}$	22	^{US-} 6,389,337	05/2002	Kolls et al.	
$\overline{}$	23	US- 5,923,735	07/1999	Swartz et al.	
	24	US- 5,038,283	08/1991	Cavenay	
	25	US- 2002/0099642	07/2002	Schwankl	
(26	US- 2001/0016819	08/2001	Kolls	
	27	US- 4,905,163	02/1990	Garber et al.	
7	28	US- 5,694,323	12/1997	Koropitzer et al.	
DC	29	US- 6,101,472	08/2000	Giangarrea et al.	
		US-			
		US-			
·		US-			
		US-		1	
		US-			
		US-			
		US-		(
		US-		<u> </u>	
		US-			
		US-	<u> </u>	<u> </u>	

		FOREIG	N PATENT DOCU	MENTS		$\neg \neg$
Examiner Initials*	Cite No.1	Foreign Patent Document	Publication Date	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages	
		Country Code ³ *Number ⁴ *Kind Code ⁵ (if known)	MM-DD-YYYY		Or Relevant Figures Appear	T ⁶
					<u></u>	

Examiner Signature	(0)/	Date Considered	11/11/06

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with feet communication to applicant. *Applicant's unique citation designation number (optional). *See Kinds Codes of USPTO Patent Documents at www.uspto.sov or MPEP 901.04. *Sent Codes of USPTO Patent Documents at www.uspto.sov or MPEP 901.04. *Sent Codes of USPTO Standard ST.3). *For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. *Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST.18 if possible. *Applicant is to place a check mark here if English language Translation is attached.

Traisation is anached.

This collection of information is required by 37 CFR 1.97 and 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND

TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

PTO/SB/08B (08-03)

Approved for use through 07/31/2008. OMB 0851-0031
U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE
Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it contains a valid OMB control number. Complete if Known Substitute for form 1449/PTO **Application Number** 09/892,663 INFORMATION DISCLOSURE Filing Date June 28, 2001 STATEMENT BY APPLICANT First Named Inventor Smith et al. Art Unit 2152 (Use as many sheets as necessary) **Examiner Name** Chankong, D Sheet 3 Attorney Docket Number 20009.0133US01 (BS00-354) of

Evenines	Cito	NON PATENT LITERATURE DOCUMENTS	
Examiner Initials*	Cite No.1	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T²
Dc	30	Derfler,Frank J et al, "How Networks Work", Millennium ed., Que Corp. 1/2000	
DC	31	White, Ron, "How Computers Work", Millennium ed., Que Corp. 09/1999	
DC	32	Gralla, Preston, "How the Internet Works", Millennium ed., Que Corp., 08/1999	
-			
<u> </u>			

Examiner Signature	Cley/	Date Considered	11/11/06

[&]quot;EXAMINER: Initial if reference considered, whether of not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

1 Applicant's unique citation designation number (optional). 2 Applicant is to place a check mark here if English language Translation is attached.

This collection of information is required by 37 CFR 1.98. The Information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 2 hours to complete, Including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FESS OR COMPLETED FORMS TO THIS ADDRESS. SEND TO:

Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450. Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

PTO/SB/08A (08-03)

Approved for use through 07/31/2006. OMB 0651-0031
U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it contains a valid OMB control number.

INFORMATION DISCLOSURE STATEMENT BY APPLICANT

Substitute for form 1449/PTO

Sheet 1

SEP 1 8 2000

ST & TRACE

(Use as many sheets as necessary)

Complete if Known					
Application Number	09/892,663				
Filing Date	June 28, 2001				
First Named Inventor	Smith et al.				
Art Unit	2152				
Examiner Name	Chankong, D.				
Attorney Docket Number	20009.0133US01 (BS00-354)				

				DOCUMENTS	
Examiner Initials*	Cite No.1	Document Number	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant
		Number-Kind Code ^{2 (# known)}	Teller OD-1711	Applicant of Gred Document	Figures Appear
DC	1	^{US-} 5,359,649	10/1994	Rosu et al.	
	2	^{US-} 5,521,958	05/1996	Selig et al.	
	3	^{US-} 5,570,283	10/1996	Shoolery et al.	
	4	^{US-} 5,687,212	11/1997	Kinser, Jr. et al.	
	5	^{US-} 5,857,201	01/1999	Wright et al.	
L^{-}	6	^{US-} 5,896,440	04/1999	Reed et al.	
	7	US- 5,931,917	08/1999	Nguyen et al.	
	8	US- 6,026,379	02/2000	Haller et al.	
	9	^{US-} 6,233,541	05/2001	Butts et al.	
	10	^{US-} 6,366,829	04/2002	Wallace et al.	
	11	^{US-} 6,324,522	11/2001	Petersen et al.	
	12	^{US-} 6,311,178	10/2001	Bi	
	13	^{US-} 6,023,683	02/2000	Johnson et al.	
	14	^{US-} 6,058,373	05/2000	Blinn	
	15	^{US-} 6,081,789	06/2000	Purcell et al	
	16	^{US-} 6,341,271	01/2002	Salvo et al.	
	17	^{US-} 5,970,472	10/1999	Allsop	
7	18	^{US-} 5,960,411	09/1999	Hartman et al.	
DC	19	^{US-} 5,909,492	06/1999	Payne	

		FORE	IGN PATENT DOCU	MENTS		
Examiner Cite No.1		Foreign Patent Document	Publication Date	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages	
	Country Code ³ "Number ⁴ "Kind Code ⁵ (if known)	MM-DD-YYYY'		Or Relevant Figures Appear		
DC	20	EP 0 712 227	05/1996			
	<u> </u>					
	<u> </u>					L
	<u> </u>					L
	L				1	L

Examiner Date Considered Signature 06

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered, Include copy of this form with pret communication to applicant. 'Applicant's unique citation designation number (optional). 'See Kinds Codes of USPTO Patent Documents at www.uspto.gov or MPEP 901.04. 'S Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). 'For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. 'Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST.16 if possible. 'Applicant is to place a check mark here if English language Translation is attached.

Translation is attached.

This collection of information is required by 37 CFR 1.97 and 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND

TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

If you need assistance in completing the form, call 1-800-PTO-9199 (1-800-786-9199) and select option 2.

PTO/SB/08B (08-03)

Approved for use through 07/31/2006, OMB 0651-0031

U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE

Substitute for form 1449/PTO				Complete if Known		
Subsum	18 for form 1449/P1O			Application Number	09/892,663	
INF	ORMATIO	N DIS	CLOSURE	Filing Date	June 28, 2001	
STATEMENT BY APPLICANT (Use as many sheets as necessary)				First Named Inventor	Smith et al.	
				Art Unit	2152	
				Examiner Name	Changkong, D.	
Sheet	2	of	3	Attorney Docket Number	20009.0133US01 (BS00-354)	

		NON PATENT LITERATURE DOCUMENTS	
Examiner Initials*	Cite No.1	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T²
DC	5	"Return on Investment Model", web.archive.org webpage of Norand.com, Feb. 6 1998, pp. 1-5.	
	6	"Norand-Payback", web.archive.org webpage of Norand.com, Feb. 6, 1998, pp. 1-2.	
	7	"Norand-Products", web.archive.org webpage of Norand.com, Feb 6, 1998, pp. 1-5.	
/	8	*Norand-Case Study*, web.archive.org webpage of Norand.com, Feb. 1998, pp. 1-3.	
	9	Haugen, Dyan L.; Hill, Arthur V; "Scheduling to Improve Field Service Quality", Summer 1999, Decision Sciences, 30, 3: ABI/INFORM Global, pp. 783-804.	
\top	10	Freedman, David H; "Case Study: Gas Attack", Aug. 25, 1997, Forbes ASAP Supplement, pp. 45-52, Dialog 01485548 01-36536.	
	.11	McCarthy, Vince, "The Transformation of the Public Network", March 20, 1995, Telephone, v228n12, pp. 88-100, Dialong 0100552196-54914.	
	12	Paz, Noemi M; Leigh, William; "Maintenance scheduling: Issues, results and research needs", 1994, International Journal of Operations & Production Management, v14n8, pp. 47-69, Dialog 00956565 96-05958.	
	13	Tseng, Paul C; Lewis, Malcom; "Best Practices and Design Tips", April 1999, Contracting Business, v56, n4, p2s84(1), Dialog 06305741 54514903.	
DC	14	Jewett, Dale,; "Service Call", July 21, 1997, Automotive News, p61, Dialog 05140584 47847132.	

	/		
Examiner Signature	Oly ,	Date Considered	11/91/06

^{*}EXAMINER: Initial if reference considered, whether of not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

1 Applicant's unique citation designation number (optional). 2 Applicant is to place a check mark here if English language Translation is attached.

This collection of information is required by 37 CFR 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

PTO/SB/08B (08-03)
Approved for use through 07/31/2006. OMB 0851-0031
U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE
a collection of information unless it contains a valid OMB control number

Substitute for form 1449/PTO				Complete if Known		
300500	.e 10 10/111 1445/F10			Application Number	09/892,663	
INF	ORMATION	DIS	CLOSURE	Filing Date	June 28, 2001	
STA	TEMENT E	BY A	PPLICANT	First Named Inventor	Smith et al.	
		•		Art Unit	2152	
(Use as many sheets as necessary)				Examiner Name	Changkong, D.	
Sheet	3	of	3	Attorney Docket Number	20009.0133US01 (BS00-354)	

		NON PATENT LITERATURE DOCUMENTS	
Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T²
Dc	15	Southerland, Randy; "Not your typical garbagemon", Feb. 2000, Waste Age, 31, 2, ss50, Dialog 11970477 60110303.	
	16	"The Luxury Class Database", April 3, 1995, InformationWeek, n 521, p100+, Dialong 00593604 23168942.	
	17	Ivey, Mike; "Cub: Toughen Penalties vs. Ameritech", Sep. 7, 2000, Madison Capital Times, Madison, Wisconsin, p. 1E, ProQuest ID 59714682.	
	18	Jaffe, Charles; "Gas Supplier takes timing seriously if delivers are late, the product is free". Feb. 5, 1989. The Morning Call, Allentown, PA, p.D.01, ProQuest ID 92485879.	
	19	Lister, Karen; "Improvements cited in Portland cable service", July 21, 1995, Corpus Christi Caller Times, Corpus Christi, TX., Sec. B, p. 2, ProQuest 6892257.	
	20	"Norand-Field Service", web.archive.org webpage of Norand.com., Feb. 6, 1998, pp. 1-2.	
	21	"Norand-Training", web.archive.org webpage of Norand.com., Feb. 6, 1998, pp. 1-2.	
	22	Wood, Michael; "Fighting the paperwork nemesis", Mar. 1996, American Gas, v78n2, pp.32-33, Dialog 01179245 98-28640.	
	23	"Powering better customer service. (Boston Edison implements mobile computing solution)", May 1997, Communication News, v34, 5n, p50(2) Dialog 02070908 19414033.	
De	24	Kosseff, Jeffrey; "Service Delays May Lead to AT&T Fine", Jul. 18, 2001, The Oregonian, Portland, OR., pg. C.01. ProQuest ID 75527844.	

- · · · · · · · · · · · · · · · · · · ·		
Examiner Signature Considered 11 11 06	Date 11 11 06	

^{*}EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next confirmation to applicant.

1 Applicant's unique citation designation number (applicant). 2 Applicant is to place a check mark here if English language Translation is attached.

This collection of Information is required by 37 CFR 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.